



Bayside Speech & Literacy Hub Events Terms and Conditions

Effective 1 January 2024

By purchasing a ticket to a Bayside Speech & Literacy Hub (Bayside) run event, workshop, conference or on demand learning resource, you are agreeing to the following terms and conditions and refund policy.

Terms and Conditions:

1. Bayside reserves the right to alter event program/s without notice due to unforeseen circumstances, however all our events are intended to be delivered as advertised.
2. Bayside reserves the right to cancel face-to-face events due to insufficient numbers, speakers unable to present due to illness and/or other personal circumstances and any other external factors which are beyond the control of Bayside.
3. Registrants will be notified and given a refund in full should this occur. The refund amount is limited only to the registration fees paid minus any non-refundable fees, and under no circumstance will Bayside be liable for flight cancellation charges, accommodation or any other personal charges.
4. Bayside will make all reasonable efforts to ensure that the advertised presenter(s) are present at each event. If a presenter withdraws from presenting at an event, we may replace that presenter with another presenter. You agree that we may validly change or replace a presenters, or change the order of presenters at an event without providing notice to you.
5. Bayside may change the scheduled date or time of an event or change the event venue or otherwise reschedule an event. In those circumstances, we will make all reasonable efforts to contact registered attendees using the contact details provided to us. For refunds and transfers due to change of date or time please see refund information below.

6. For all online and web-based events Bayside is not responsible for a registrant failing to access the online event due to technology, availability or overall quality of the recording.
7. Bayside is not responsible for registrants who fail to download the appropriate software or upgrade the browser before the online event begins. Failure to do so and inability to view the online event or hear the audio is not the responsibility of Bayside.
8. Bayside retains Intellectual Property of its online content, unless otherwise specified in contracts between the Association and the Individual Presenter. Content from online webinars/events should not be copied, republished, uploaded or otherwise distributed. You should not sublicense, transfer or otherwise make available any content to any third party for commercial purpose or financial gain. No alteration or modification in any way is allowed to the content without the written permission of Bayside Speech & Literacy Hub.
9. The information expressed in any of the events, workshops, conferences or online webinars or online events represents the opinions of the author/presenter and not necessarily those of Bayside or its members.
10. The content of these events is for general information only. Bayside expressly disclaims all liability for any loss or damage arising from reliance upon any information on these program(s).
11. Without limitation, Bayside accepts no responsibility or liability for any presenter content, including any error or omission in any presenter content provided at an event.
12. The subject matter of an event and all presenter content related to that event is solely the responsibility of the presenter. Attendees are solely responsible for determining if an event will be suitable or relevant to their professional development. We make no representation or warranty about the quality of the presenter content, the suitability or relevance of an event to you, or the outcome of any event. Any questions about presenter content may be directed to the presenter.



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13. Bayside may issue an e-certificate of attendance for Bayside run events on request.
14. Any dietary requirements must be advised at time of booking if applicable. Please note that catering requirements are finalised a minimum of ten (10) business days prior to the event. Bayside is unable to guarantee that dietary requirement requests made less than ten (10) working days prior will be accommodated.
15. All prices displayed on the Bayside website are in Australian dollars and inclusive of GST, unless otherwise stated. Full payment must be received in order to be considered registered. Once registered a confirmation email and tax invoice will be issued. Unless otherwise specified in writing, the total amount of the event fee (including any taxes, fees and charges) must be paid in full at the time of registering for an event.
16. Bayside may in our sole and absolute discretion, either accept or reject your registration for an event. All tickets are non-refundable under any circumstances. If you are unable to attend a scheduled event for which you have purchased a ticket you can transfer this ticket to another person. Requests for transfers must be made in writing To Bayside at least 48 hours prior to the event.
17. If Bayside cancels an event, ticket holders will be eligible for a full refund of the ticket price or the option to transfer their registration to another Bayside run event. The refund amount is limited only to the registration fees paid and under no circumstance will Bayside be liable for flight cancellation charges, accommodation or any other additional costs.
18. If a ticket holder chooses to request a refund, it must be done within fourteen (14) business days of the cancellation announcement. If a ticket holder chooses to request a transfer it must be done within fourteen (14) business days of the cancellation announcement. Transfers are subject to the applicable registration rate and additional payment may be required. Transfers are subject to availability.

19. In the event that Bayside reschedules an event to a different date or time, ticket holders will have the option to attend the rescheduled event or request a refund. If a ticket holder chooses to request a refund, it must be done within fourteen (14) business days of the rescheduling announcement. If a ticket holder chooses to request a transfer it must be done within fourteen (14) business days of the rescheduling announcement. Transfers are subject to the applicable registration rate and additional payment may be required. Transfers are subject to availability.
20. Please allow fourteen (14) business days for the processing of refunds. Refunds will only be deposited to bank accounts or applied to credit cards, no cash refunds are available. Refunds are made to the original payment method used for purchase, minus any non-refundable fees. Refunds will be made solely to the ticket holder and cannot be transferred to another person.
21. Exemptions You can apply for exemptions to this policy if you believe there are extenuating circumstances that you wish to bring to our attention. Bayside understands that circumstances can change for various reasons and will consider cancellations with extenuating circumstances in writing on a case-by-case scenario. Exemption requests should be made in writing to the Bayside office and directed to our administration team hello@baysidespeech.com.au. Bayside reserves the right to modify or amend this refund policy at its discretion, with any changes communicated to ticket holders through appropriate channels. All enquiries, notices for a refund or additional support requests are to be directed to our customer service team on 1300971291 or email to hello@baysidespeech.com.au.